



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

WILLIAM T. ROWSE et al.

Group Art Unit: 3629

Examiner: Jonathan P. Ouellette

Serial No.: 09/547,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: FMC 1185 PUS / 81050169

**AMENDMENT UNDER 37 C.F.R. § 1.111  
AND PETITION FOR EXTENSION OF TIME  
UNDER 37 C.F.R. § 1.136(a)**

Mail Stop Amendment  
Commissioner for Patents  
U.S. Patent & Trademark Office  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RECEIVED**  
JUN 25 2004  
**GROUP 3600**

Sir:

Applicant hereby petitions for a two-month extension of time to respond to the Office Action mailed January 16, 2004, thereby extending the time period within which to respond to June 16, 2004.

In response to the Office Action mailed January 16, 2004, please consider the following remarks in connection with the above-identified application.

06/21/2004 HDEMESS1 00000006 09547661

01 FC:1252

420.00 0P

**CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8**

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, U.S. Patent & Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 on:

June 15, 2004  
Date of Deposit

John S. Le Roy  
Name of Person Signing

John S. Le Roy  
Signature